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ABSTRACT

The book provides specific guidelines and step-by-step instructions for crafting collaborative agreements and for resolving conflicts using a proven seven-step conflict-resolution model: (1) the attitude of resolution; (2) telling your story; (3) listening for a preliminary vision of resolution; (4) getting current and complete; (5) reaching agreement in principle; (6) crafting the new agreement; and (7) resolution--where agreement becomes reality. The text outlines a new set of principles and values to help change attitudes toward conflict in the hope that readers will develop a new perspective toward conflict. Such a change in attitude will foster a culture based on principles and practices of resolution and agreement, and it will enable individuals to take personal responsibility for dealing with conflict, diversity, and disagreement. The nature of conflict resolution, the expense associated with conflict, new thinking in resolving conflict, and a detailed resolution model are all highlighted. Contains endnotes, a selected bibliography, and an index. (RJM)

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